



Longwood

School and Nursery

Providing a happy, stimulating, healthy and safe environment where all children can attain high standards and develop into well-balanced citizens.

Complaints Procedure

Updated May 2020 by CM
Next review due: May 2021

COMPLAINTS PROCEDURE

We work hard to avoid complaints, but where they arise, the following procedure will be followed.

Longwood will exercise responsibility in the absence of the complainant and take action in an emergency to protect all children and staff.

Stage 1

Parents of children attending Longwood School are asked to direct any complaint to their child's class teacher. Parents of children attending Longwood Nursery are asked to direct any complaint to their child's group leader. The class teacher will make the head teacher aware of the complaint. The group leader will make the nursery manager aware of the complaint. In each case, the class teacher or group leader will verbally answer the complaint to the complainant within 3 days of the complaint being made.

Stage 2

If the complainant is not satisfied, then a letter or email should be sent to the head teacher or nursery manager as appropriate. This correspondence will be answered within two weeks during term time for school matters or two weeks for nursery matters.

Stage 3

If the complainant is still not satisfied, then the complainant must write again, with the correspondence headed "Formal Complaint" and citing the stage 2 correspondence. If no such correspondence is cited or can be identified, then the correspondence will be treated as stage 2 correspondence.

Otherwise, a hearing will take place before a suitable senior staff member who was not directly involved in previous consideration of the complaint. Prior to the hearing, the head teacher or nursery manager, as appropriate, will conduct a full investigation and provide a report for the hearing. Notice of the hearing will be given to the complainant including a copy of the report. There will be a minimum of three days' notice. The hearing will be organised within three weeks of receipt of the request for such a hearing. The complainant is welcome to attend and can be accompanied to the hearing by one family member or friend if they wish.

The senior staff member is, following the hearing, to make findings and recommendations, and ensure that the complainant, head teacher or nursery manager and,

where relevant, the person complained about, are given a copy of any findings and recommendations.

After the Hearing

Records will be kept of all formal written complaints and their outcomes including correspondence, investigation documents, minutes of meetings and statements. These will be shown to HMI when inspected. Copies will be available to statutory authorities where appropriate. These include safeguarding or registration authorities.

If the above procedures have not answered the complaint, then parents can contact the Department for Education or OFSTED.